

W-01303A-08-0227
SW-01303A-08-0227

ORIGINAL



0000090556

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72528

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Dom and Geri Last: Savino

Account Name: Dom and Geri Savino

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Arizona Corporation Commission
DOCKETED
NOV - 4 2008

DOCKETED BY [REDACTED] *nr*

RECEIVED
2008 NOV - 4 P 3:40
AZ CORP COMMISSION
DOCKET CONTROL

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72528

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72678

Date: 10/31/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Sandra**

Morris

Account Name: Sandra Morris

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

MOHAVE WASTEWATER DISTRICT

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1200 W. Washington Street
Phoenix, AZ 85007

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Utilities' Response:

Investigator's Comments and Disposition:

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End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72678

VY -01303A-08-0227
SW -01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72563

Date: 10/30/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Katherine

Sumpter

Account Name: Katherine Sumpter

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

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Phoenix, AZ 85007

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72563

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72529

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Tina **Last:** Cormany

Account Name: Tina Cormany

Home: (000) 000-0000

Street: 1970 E. Crater Lake

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

MOHAVE WASTEWATER DISTRICT

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Phoenix, AZ 85007

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I left a voice mail message for the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket.

End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72529

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72526

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Norman and Myrna Wood

Account Name: Norman and Myrna Wood

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

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UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72526

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72523

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Luis and Anita

Perez

Account Name:

Luis and Anita Perez

Home: (000) 000-0000

Street:

[REDACTED]

Work:

City:

Fort Mohave

CBR:

State:

AZ

Zip: 86426

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I left a voice mail message for the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket.

End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72523

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72508

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Edward and Josephin Chance**

Account Name: Edward and Josephine Chance

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company. **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

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Phoenix, AZ 85007

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72508

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72518

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Donald and Sandra** **Corey**

Account Name: Donald and Sandra Corey

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

MOHAVE WASTEWATER DISTRICT

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

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End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72518

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72519

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Aaron and Lilly**

Tuberg

Account Name: Aaron and Lilly Tuberg

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

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If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

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We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I spoke to the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket. Customer thanked me for calling.

End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72519

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 72527

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Marleen**

McKenzie

Account Name: Marleen McKenzie

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-08-0227 AND SW-01303A-08-0227 *****

MOHAVE WASTEWATER DISTRICT

Customer sent the following correspondence -

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I left a voice mail message for the customer and advised the Commission had received the correspondence regarding this case and it would be filed with the Docket.

End of Comments

Date Completed: 10/31/2008

Opinion No. 2008 - 72527

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Mohave County
Wastewater

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72705

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Rosemarie Last: Paulhamus

Account Name: Rosemarie Paulhamus

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following customer letter:

Received the following letter dated 10-21-08:

October 21, 2008

Arizona Corporation Commission.
1200 W. Washington
Phoenix, AZ 85007-2929

Dear Corporation Commission Members:

The customers of American Arizona Water (A.A.W.) listed below request that you reject the company's application for a rate increase.

Re: SW01303A-08-0227

To counter said' application, the following facts are provided
facts are provided:

- A.A.W. purchased the existing waste water plant and its pipeline structure in 2002.
- According to company supplied information, there were 570 .customers at the time of purchase and the treatment plant was capable of handling 250,000 gallons per day.
- The current customer base is 1246 and the waste water treatment plant has been upgraded to handle 500,000 gallons per day. This work was completed. in September, 2008.
- The applicant is requesting an increase of 79.4%, from \$49.65 per month per customer to \$89.10 per month,

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

which they claim will benefit customers (see attached letter from A.A.W, to exiting customers).

If A..A.W. had done their due diligence prior to purchasing this business, which we are sure they did, they would have known that if projected population increases held true, the treatment plant would have to be upgraded.

Using the A.A.W. supplied customer base information of 1246, multiplied by an increase of \$39.45 per customer per month; the gross income would increase by \$49,154.70 per month or \$589,856.40 per year. Also, using the figure expended to upgrade their pipe line and water treatment facilities of \$4,740 million, A.A.VV, would retrieve its investment in 8.025 years, using the rate increase only to pay-at back. The expansion. would allow more customers to be added, each new customer would be charged \$89- 10 per month.

We are being asked to pay far A.A.W.'s upgrade in its entirety and ensuring them an enormous future profit before the upgrade is actually needed.

The treatment plant handled 188,000 gallons per day in July 2008, 75% of its capacity. There was no need to increase the treatment plant capacity based on these numbers.

A.A.W. is asking you to approve an increase, which sits squarely on the shoulders of current and future customers. We all would be burdened financially by a huge \$89.10 per month wastewater treatment bill. Sincerely,

Mohave Valley Mater District Protest Members

Direct questions and response to
T. C. Courtney
[REDACTED]
Ft. Mohave, AZ [REDACTED]

Rosemarie Paulhamus
[REDACTED]
Fort Mohave, AZ [REDACTED]
[REDACTED]

Attachments
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called the customer and spoke to Mr. Paulhamus. I provide my name and agency affiliation and acknowledged their letter. I advised their comments would be noted as a permanent record in this application and would be considered before a decision is rendered in this matter. I expressed thanks for taking the time to express their opinion.

E-mailed this OPINION to Carmen Madrid @ ACC's Phoenix Office to have this docketed towards Az American Water (Mohave Wastewater) Docket #'s: W-01303A-08-0227, and SW-01303A-08-0227. File closed.

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72705

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72747

Date: 11/4/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Herb Last: Shipp

Account Name: Herb Shipp

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Paradise Valley

CBR: [REDACTED]

State: AZ Zip: 85253

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following e-mailed opinion:

-----Original Message-----

From: H Shipp [REDACTED]
Sent: Thursday, October 30, 2008 12:41 PM
To: Utilities Div - Mailbox
Subject: Public comment

Public comment on AZ American Water rate increase, Docket
W-1030A-08-0227 and SW-1030A-08-0227

This is an extreme rate hike for a company that seems to have been mismanaged to the point of having dangerous toxins in our water supply (in the Paradise Valley area) only this last year.

It should not be incumbent on us to pay for mismanagement of their business. I expect rates of services to rise slowly over time, due to inflation and other factors, but this proposed hike is excessive and uncalled for at this time.

Sincerely,

Herb Shipp
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

I replied back to the customer with the following e-mail:

Dear Mr. Shipp,

This is to acknowledge your Arizona Corporation Commission Public Comment Form dated October 30, 2008, regarding the Arizona American Water Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-535-0148 or in writing at the Tucson address noted below.

Sincerely,

Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division

11-4 E-mailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Az American Water, docket nos.W-01303A-08-0227 and SW-01303A-08-0227. File closed.

End of Comments

Date Completed: 11/4/2008

Opinion No. 2008 - 72747

W-01303A-08-01221
SW-01303A-08-01221

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72695

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Bertha Rasdale

Account Name: Bertha Rasdale

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ Zip: 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

11/03/08

SUN CITY WEST WATER DISTRICT

Per Ms. Rasdale, she wanted to voice her opinion about the 80% rate increase request made by Arizona American Water Company. Bottom line this is ridiculous and unheard of. She opposes the application and would like for the Commissioner to deny the request.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/3/08 I advised Ms. Rasdale that her comments regarding the Arizona American Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 11/3/2008

Opinion No. 2008 - 72695

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Fax:

Priority: Respond Within Five Days

Opinion No. 2008 - 72736

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Ralph Sobba

Account Name: Ralph & Anna Sobba

Home:

Street:

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[Redacted]
Fort Mohave, AZ 86420

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

[REDACTED]
high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with [REDACTED]

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

Date Completed: 1/15/2008

Opinion No. 2008 - 72736

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72737

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Irma j Last: Mack

Account Name: Irma j & Victor S. Mack

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company. Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services. [REDACTED]

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit. [REDACTED]

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us. [REDACTED]

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

Date Completed: 11/3/2008 [REDACTED]

Opinion No. 2008 - 72737

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72734

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Edward Last: Young

Account Name: Edward & Linda Young

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72734

SW 01303A-08-0227

W 01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72722

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Wilma

Stevenson

Account Name: Wilma Stevenson

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

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We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called and confirmed receipt of opinion

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72722

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72723

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Keng **Last:** Sung

Account Name: Keng & Chanthou Sung

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ **Zip:** 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

Docket No. SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

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If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called and confirmed receipt of opinion

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72723

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72724

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Ken **Last:** Castenada

Account Name: Ken & Lynda Castenada

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: (623) 815-3107

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72724

3W 01303A - 08 - 0227
W 01303A - 08 - 0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72731

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Dale b**

Robinson

Account Name: Dale B. Robinson

Home: ([REDACTED])

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

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We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

[REDACTED]
high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

[REDACTED]
Date Completed: 11/3/2008

Opinion No. 2008 - 72731

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: (602) [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72732

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Sheryl Last: Frazier

Account Name: Sheryl Frazier

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

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We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

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If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

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We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72732

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72733

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Edward Last: Mata

Account Name: Edward & Esther Mata

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

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We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

high percentage of connected services. [REDACTED]

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit. [REDACTED]

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system. [REDACTED]

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us. [REDACTED]

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

[REDACTED]
Date Completed: 11/3/2008

Opinion No. 2008 - 72733

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72730

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Joy

Juengling

Account Name:

Joy Juengling & Louis Ruter

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Bullhead City

CBR:

State:

AZ

Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley

[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

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We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72730

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72728

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Richard

Komisars

Account Name:

Richard Komisars

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Bullhead City

CBR:

State:

AZ Zip: 86426

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley

[REDACTED]
Fort Mohave, AZ 86401

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

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We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

[REDACTED]
high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

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It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

[REDACTED]
If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

[REDACTED]
We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

[REDACTED]
Date Completed: 11/3/2008

Opinion No. 2008 - 72728

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72729

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Joe Last: Jennum

Account Name: Joe Jennum

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

high percentage of connected services.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72729

SW 01303A-08-0227
W 01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72735

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Sterling

Penman

Account Name:

Sterling & Patricia Penman

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Bullhead City

CBR:

State:

AZ Zip: 86426

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

Docket No SW 01303A-08-0227
W 01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: - Bryan and Dorothy Henley
[REDACTED]
Fort Mohave, AZ 86426

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

high percentage of connected services.

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We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Called consumer and acknowledge receipt of Opinion

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72735

SW. 01303A.08.0227
W. 01303A.08.0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72484

Date: 10/29/2008

Complaint Description: 08A Rate Case Items - Opposed

N/A Not Applicable

Complaint By: First: William Last: Ruud

Account Name: William Ruud

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company. Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Email Received - Opinion Opposed (AAWC - Mohave Wastewater District):

RE: Docket No. SW-01303A-08-0227

Docket No. W-01303A-08-0227

Subject: Arizona American Water Company (AAWC)
Increase NO. SW-01303A-08-0227.

This is Simple NO! NO! NO!. These unjustified and unfair rate increases have got to stop. My wife and I have conserved water very effectively by doing all the things recommended by our local officials. It's hard to understand how we can continue to conserve just so you can raise our waste water rates even though we're using less waste water. I'm tired of conserving just so you people can take advantage of us. Again NO! NO! NO! For people who conserve the rate should be cut in half.

Thank you,

Wm. Ruud

[REDACTED]
End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

10/29/2008 @10:47AM - Called the customer, advised of receipt of his email. Further advised the customer that his email regarding the Arizona American Water Company ("AAWC") rate application sent to the Arizona Corporation Commission ("Commission") will be placed on file with the Docket Control Center of the Commission to be made part of the record.

I explained to the customer that the Commission will take his comments and concerns into consideration before a decision is rendered on the AAWC rate case. Customer appreciated the Commission's acknowledgement and stated that he is "surprised to know someone is listening". CLOSED

End of Comments

Date Completed: 10/29/2008

Opinion No. 2008 - 72484

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion

No. 2008 - 72698

Date: 11/3/2008

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

William & Beverly

Lavin

Account Name:

William & Beverly Lavin

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Scottsdale

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

RE: Docket No. W-01303A-08-0227

SW-01303A-08-0227

Customer is strongly opposed to any further increase in rates for AAWC service. Customer believes that AAWC already collects too much money from the Arsenic Recovery surcharge. If customer had a choice she would discontinue water service with AAWC and receive service from the City of Scottsdale.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Advised the customer that her opinion will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. I further advised the customer that her opinion will be taken into consideration before a decision is rendered in the AAWC application.

Customer appreciates the Commissions assistance in this matter. CLOSED

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72698

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72691

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Zane F. & Eileen Krumdiack**

Account Name: Zane F. & Eileen Krumdiack

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPPOSED OPINION (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: Zane F. Krumdiack

Fort Mohave, AZ [REDACTED]

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Zane F. Krumdiack
Eileen Krumdiack

Fort Mohave, AZ 86426

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 3, 2008

Zane F. Krumdiack
Eileen Krumdiack

Fort Mohave, AZ 86426

RE: ARIZONA - AMERICAN WATER COMPANY

Dear Zane F. & Eileen Krumdiack:

Your letter regarding the Arizona-American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72691

SW-01303A-08-0227
W-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No.** 2008 - 72692

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Dianne R. & Revel E. Rainey**

Account Name: Dianne R & Revel E. Rainey

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPPOSED OPINION (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: Mr. & Mrs. Revel E. Rainey

Fort Mohave, AZ [REDACTED]

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Revel E. Rainey
Dianne R. Rainey

[REDACTED]
Ft. Mohave Arizona
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 3, 2008

Revel E. Rainey
Dianne R. Rainey

[REDACTED]
Ft. Mohave Arizona

RE: ARIZONA - AMERICAN WATER COMPANY

Dear Revel E. & Dianne R. Rainey:

Your letter regarding the Arizona-American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72692

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72694

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Celena & Eileen**

Krumdiack

Account Name: Celena & Eileen Krumdiack

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip: [REDACTED]

is:

Utility Company: **Arizona - American Sewer Company**

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPPOSED OPINION (AAWC MOHAVE WASTEWATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

To: Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

From: Celena Krumdiack

[REDACTED]
Fort Mohave, AZ

Dear Commissioner:

We have been constantly dealing with the unreasonable demand of raising monthly sewer fees by Arizona American Water Company.

When there were only a few houses in our neighborhood, Sorenson Utilities was our sewer company and they tried to raise the rates from \$29 to \$39 per month with no success.

Since Arizona American Water Company has taken over, and even though the number of houses in the area had tripled, we have had two rate increases. They first raised the rate from \$29 to \$39 per month, and then, over a year ago and without prior notice, they raised the rates again from \$39 to \$49 per month, and then mailed us the notice.

334 houses are built in Fairway Estates. Out of 585 home sites in Desert Lakes Estates, now more than 60% are built out. Los Lagos subdivision also has the same percentage of occupancy.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are sure that other subdivisions around are using Arizona American Water Company for sewer and have a high percentage of connected services.

Arizona American Water Company has collected sewer connection fees when we built our home. They have also charge our developer for the sewer impact fee throughout the tract.

Sewer lines in the Fort Mohave area are gravity lines and there has not been any onsite nor offsite improvements done to justify doubling our fees.

As a matter of fact, the more houses built and tied into these gravity sewer lines, the more effluent they bring to the sewer lines, henceforth, the maintenance costs should go down significantly per house.

It seems that Arizona American Water Company is planning to take advantage of the current status of the economy with no merit.

If there were one business that has not been affected by gas prices, nor other inflated items that we are currently dealing with, that would be the waste water system.

At this time when we are suffering with the rising costs of gas, food and other items, for Arizona American Water Company to try and increase rates with no merit is nothing short of a fraudulent act.

We hereby request that the Arizona Corporation Commission to review and audit this company, and lower the monthly fees back to \$39, which would still be higher then all the neighboring waste water companies around us.

We will independently and separately send our strongest objections to our State Governor's office, as well as Arizona Senators and Arizona Congressional offices.

Celene E Krumdiack
Eileen Krumdiack

[REDACTED]
Fort Mohave, AZ 86426-6739

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

November 3, 2008

Celene E Krumdiack
Eileen Krumdiack

[REDACTED]
Fort Mohave, AZ 86426-6739

RE: ARIZONA - AMERICAN WATER COMPANY

Dear Celene E. & Eileen Krumdiack:

Your letter regarding the Arizona-American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 11/3/2008

Opinion No. 2008 - 72694

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 72699

Date: 11/3/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Sandie & William Last: Chandler

Account Name: Sandie & William Chandler

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Received the following letter dated 10-21-08:

October 21, 2008

Arizona Corporation Commission.
1200 W. Washington
Phoenix, AZ 85007-2929

Dear Corporation Commission Members:

The customers of American Arizona Water (A.A.W.) listed below request that you reject the company's application for a rate increase.

Re: SW01303A-08-0227

To counter said' application, the following facts are provided
facts are provided:

- A.A.W. purchased the existing waste water plant and its pipeline structure in 2002.
- According to company supplied information, there were 570 .customers at the time of purchase and the treatment plant was capable of handling 250,000 gallons per day.
- The current customer base is 1246 and the waste water treatment plant has been upgraded to handle 500,000 gallons per day. This work was completed. in September, 2008.
- The applicant is requesting an increase of 79.4%, from \$49.65 per month per customer to \$89.10 per month, which they claim will benefit customers (see attached letter from A.A.W, to exiting customers).

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

If A.A.W. had done their due diligence prior to purchasing this business, which we are sure they did, they would have known that if projected population increases held true, the treatment plant would have to be upgraded.

Using the A.A.W. supplied customer base information of 1246, multiplied by an increase of \$39.45 per customer per month; the gross income would increase by \$49,154.70 per month or \$589,856.40 per year. Also, using the figure expended to upgrade their pipe line and water treatment facilities of \$4,740 million, A.A.W. would retrieve its investment in 8.025 years, using the rate increase only to pay-at back. The expansion would allow more customers to be added, each new customer would be charged \$89- 10 per month.

We are being asked to pay for A.A.W.'s upgrade in its entirety and ensuring them an enormous future profit before the upgrade is actually needed.

The treatment plant handled 188,000 gallons per day in July 2008, 75% of its capacity. There was no need to increase the treatment plant capacity based on these numbers.

A.A.W. is asking you to approve an increase, which sits squarely on the shoulders of current and future customers. We all would be burdened financially by a huge \$89.10 per month wastewater treatment bill. Sincerely,

Sandie Chandler and William Chandler
Mohave Valley Water District Protest Members

Direct questions and response to
T. C. Courtney

Attachments.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called Mr. Courtney per the bottom part of customer's letter. I acknowledged letter from Mr. and Mrs. Chandler. I asked for their address. He replied he did not have it and no way for him to determine that. He passed this letter out to people at a public comment meeting. I advised letter would be noted for the record in this application and would be considered before a decision is rendered in this matter.

11-4 I received the original mailed letter and envelope with customer's address. I mailed the customer the following pre-approved template reply letter to the customer:

November 3, 2008

Mr. and Mrs. Sandie and William Chandler

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Fort Mohave, Arizona 86426

RE: ARIZONA-AMERICAN WATER
DOCKET NO. SW-01303A-08-0227

Dear Mr. and Mrs. Chandler,

This is to acknowledge your letter dated October 21, 2008, regarding the Arizona American Water Company rate case. Your comments will be placed on file with the Docket Control Center of the Arizona Corporation Commission, and made a part of the record in this application. The Commissioners will consider your comments before a decision is rendered in the Company's application.

Customer concerns addressed in letters, telephone calls and e-mails will assist staff in the investigation and review of the rate application. Staff's analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at 1-800-535-0148 or in writing at the Tucson address noted below.

Sincerely,

Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division
:rxl

11-4 I e-mailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Az American Water (Mohave Wastewater) Docket #'s: W-01303A-08-0227, and SW-01303A-08-0227. File closed.

End of Comments

Date Completed: 11/4/2008

Opinion No. 2008 - 72699
